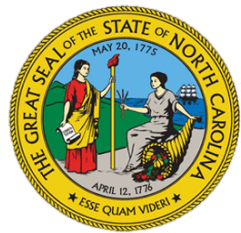


North Carolina COVID-19 Vaccine Management System (CVMS)

Provider Portal Viewing Proof of Vaccination User Guide

Version 3

March 8, 2021



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**





If you have any questions, issues or requests, please go to the
CVMS Help Desk Portal* at https://ncgov.servicenowservices.com/csm_vaccine

If you are in North Carolina, you can also call the COVID-19 Provider Help Center at (877) 873-6247 and select option 8. The COVID-19 Provider Help Center is available during the following hours:

Monday – Friday: 7:00 AM – 7:00 PM ET

Saturday – Sunday: 10:00 AM – 6:00 PM ET

* On the home page of the CVMS Help Desk Portal, select the "**Vaccine Provider**" option to submit your question, issue, or request.

Providers that are first time users of the CVMS Help Desk Portal will have to follow the steps below:

1. Register for an account on the portal by clicking 'Register' in the top right-hand corner
2. Populate your first name, last name, business e-mail, and your registration code

NOTE: The registration code is your Provider PIN (i.e., NCA650001), which can be found on the packing lists received with your Vaccines For Children shipments, or in the top right-hand corner of a wasted / expired report generated from the North Carolina Immunization Registry (please add "NCA" to the front of the six-digit PIN#)

*For providers who are not enrolled or may not have a Provider PIN, you may use the following generic Provider PIN to register:
VAC2021*


3. You will receive an e-mail with your username and temporary password to log into the portal

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Process Overview

Overview



CVMS Provider Portal

Home

Recipient

Appointments

Slot Management

Help & Information

You are currently logged in as Clinic Location1

Switch Locations

Recipient Check-In

You can check in a recipient by entering their appointment confirmation number into the box below

Appointment Confirmation Number

Go

No Appointment Confirmation Number?

Search Appointments

Appointment Walk-In

You can search for eligible individuals by name, date of birth and email. Note that the system will search on exact matches only, no partial.

Name

Search Name

Date Of Birth

YYYY-MM-DD

Email

Search Email

Today's Appointments

TIME	DETAILS	CASE NUMBER	LOCATION
Mar 09, 21, 05:01 AM	Test Tall Recipient-1 Dose 1 Scheduled	03045743	Clinic Location1
Mar 09, 21, 01:17 PM	Test6 NC EHR Dose 1 Scheduled	03045771	Clinic Location1
Mar 09, 21, 01:25 PM	Test17 NC EHR Dose 2 Scheduled	03045775	Clinic Location1

The **COVID-19 Proof of Vaccination** serves as verification of the COVID-19 vaccine dose(s) the recipient has received.

In addition to indicating the number of COVID-19 vaccine doses a recipient has received, it will also indicate the number of doses that may still be required.

This guide is intended for the **Healthcare Location Manager** and **Healthcare Provider** profiles.

Note that recipients may access their Proof of Vaccination in the COVID-19 Vaccine Portal for recipients.

Additionally, you will need to:

- Use the latest version of Chrome, Firefox, Safari, or Edge Chromium browsers (Internet Explorer or Edge (non-Chromium) browsers will *not* be supported)
- Log in the CVMS Provider Portal using your NCID username and password at <https://covid-vaccine-provider-portal.ncdhhs.gov>

Now, let's get started!

Key Terms



Proof of Vaccination

Proof of Vaccination is a document provided by NCDHHS to confirm that a vaccine recipient has received COVID-19 vaccines.



Number of Doses

Number of doses indicates the number of vaccine doses that an individual has received. For COVID-19 vaccines, the number of doses received by a vaccine recipient could be one or two.

View Proof of Vaccination for a Recipient

Step 1 of 3: Search for the Recipient


To get started,

- 1. Click the **RECIPIENT TAB** which is the second tab found in the top navigation bar
- 2. Type your **RECIPIENT’S NAME** in the **SEARCH BAR** and **PRESS ENTER**
- 3. Click your **RECIPIENT’S NAME** from the list to open the recipient’s account

Audience

Healthcare
Provider

Healthcare
Location Manager



Home

Recipient

Appointments

Help & Information

Create New Recipient

Hint: For quicker and more relevant search results, enter full name (ex: John Smith) and date of birth.

🔍 Nicholas

✕


Date of Birth (optional), MM/DD/YYYY

📅

Search

1 Recipients within CVMS

First Name	Middle Name	Last Name	Date of Birth	Gender	Vaccine Group	Recipient Dose Status	Email
Ray		Nicholas	Apr 18, 1977	Female	Group 1	Registered	abelluat12+y99@gmail.com
Nicholas	Iner	TestUAT	Feb 24, 1989	Male		Dose 2 Scheduled	niengebretson@gmail.com
Nicholas-05		ZZTest	Aug 9, 1988	Male	Group 3	Dose 2 Administered	
Nicholas-04		ZZTest	Aug 9, 1988	Male	Group 3	Dose 2 Administered	
Nicholas-03		ZZTest	Aug 9, 1988	Male	Group 3	Dose 2 Administered	
Nicholas-02		ZZTest	Aug 9, 1988	Male	Group 3	Dose 1 Administered	
Nicholas-01		ZZTest	Aug 9, 1988	Male	Group 3	Dose 1 Administered	
Nicholas		TestDemo	Dec 5, 1955	Male	Group 2	Dose 1 Administered	nicholas.testdemo.1@mail...



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Step 2 of 3: Open the Proof of Vaccination

[Home](#) [Recipient](#) [Appointments](#) [Help & Information](#)

Person Account
Nicholas Iner TestUAT

Vaccine Group

Recipient Dose Status
Dose 2 Scheduled

DETAILS

RELATED

Appointments (2)

Appointment	Date and Time of Vaccination	Vaccine Status	Vaccine
03045757	3/12/2021, 1:12 PM	Dose 1 Administered	Moderna (10 MDV) COVID-1...
03045755		Registered	

View All

Proof of Vaccination (1)

Date	Dose	Brand/Manufacturer	Proof of Vaccination URL
3/12/2021	Dose 1	Moderna US, Inc.	Recipient Proof of Vaccination

View All

After **CLICKING THE RECIPIENT’S NAME**, their **PERSON ACCOUNT PAGE DISPLAYS**. Information about the recipient appears here.

- 1. Make sure you are on the **RELATED TAB**
- 2. To view the proof of vaccination, **NAVIGATE TO THE PROOF OF VACCINATION** and **CLICK RECIPIENT PROOF OF VACCINATION**
- 3. The **PROOF OF VACCINATION** opens in a **NEW TAB**

Dose indicates if the recipient has received one or two doses of the COVID-19 vaccine.

Audience

Healthcare
Provider

Healthcare
Location Manager

Tips


If the Proof of Vaccination is empty, the recipient has not received any doses of the COVID-19 vaccine.

Step 3 of 3: View the Proof of Vaccination

After clicking the URL, the **PROOF OF VACCINATION** opens in a new tab

- 1. If needed, you may print the Proof of Vaccination using your **BROWSER'S PRINT OPTION**
- 2. Proof of Vaccination indicates if a recipient requires additional doses and when

NOTE: If a Recipient received a **SINGLE-DOSE** vaccine product, they would see **NUMBER OF DOSES IN SERIES: 1**



HomeRecipientAppointmentsHelp & Information

COVID-19 Vaccination Successful

Recipient: Test name1111

Date of Birth: Jan 1, 1955

Vaccine Type: COVID-19

Manufacturer: Moderna US, Inc.

Number of Doses in Series: 2

Date Administered: Mar 5, 2021

Administered by Provider: Solutions Loc1

Audience

- Healthcare Provider
- Healthcare Location Manager





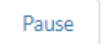
Tips

You may print the proof of vaccination using your browser's print option if needed.

Appendix

Additional Notes

Key Items:

- **Hyperlinks** appear as light blue and will provide additional information or navigation.
- *** Asterisks** are used to denote required information.
-  A Toggle can be clicked to see selectable options.
-  A Pen can be clicked to make edits to the field.
-   Navigation Buttons can be clicked on to progress to the “next” or the “previous” step in a task.
-  A Pause button can be clicked if you wish to step away / and return to your form later. You will be prompted to review your previously entered data upon your return/ login.

Contact Information:

- All questions should be directed to the CVMS Help Desk Portal at https://ncgov.servicenowservices.com/csm_vaccine.

Supported Web Browsers:

- Please use the latest version of Chrome, Firefox, Safari, or Edge Chromium browsers to access CVMS.
- For more details on supported browsers, see https://help.salesforce.com/articleView?id=getstart_browsers_sfx.htm&type=5
- Note: Internet Explorer and Edge (non-Chromium) browsers are not supported.

User Guide Change Log

Key Items:

- **Date of Change:** Date that any updates were made to the User Guide
- **Changes Made:** Summary of the updates made within the User Guide
- **Impacted Slides:** Specific slides that were updated or changed
- **Author:** The user that made the updates to the User Guide

Version	Date of Change	Changes Made	Impacted Slides	Author
1	12/10/2020		ALL	Training Team
2	1/10/2021	Removed any mention of the 2 CVMS Help Desk emails. Added Service Now Portal information	1, 2, 12	Courtney Seward
3	1/14/2021	All screenshots have been updated with the correct branding	N/A	Courtney Seward
4	3/1/2021	Added information about SINGLE-DOSE vaccine products	10	Steve DiGangi
5	3/4/2021	Updated screenshots to correct branding (DOB & Middle name fields, vaccine group)	5, 8, 9, 10	Kaitlin Gates
6	3/15/2021	Added Middle name field	8, 9	Kaitlin Gates